

Government Travel Charge Card

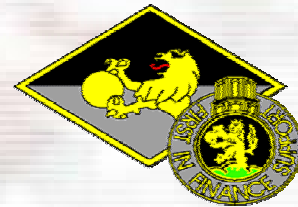
INFORMATION BRIEFING FOR CARDHOLDERS



Using your Travel Card

Acceptable Use

- **15 Million VISA Merchant locations Worldwide**
- **Cardholders may only use the Government Travel Card for expenses incurred conducting government business on official government temporary duty travel**
 - **Lodging**
 - **Car Rental/Fuel**
 - **Dining**



Your Travel Card Unacceptable Use

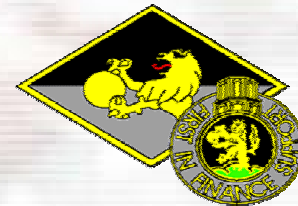
- PCS expenses
- Personal expenses

**Abuse is a violation of DoD regulations
and is punishable under the UCMJ**



Your Travel Card Program Responsibilities

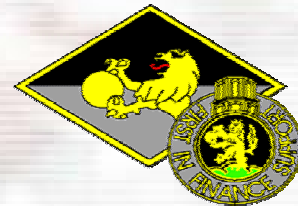
- In-process through your unit APC upon arrival
- Out-process through your unit APC when permanently departing the unit
- Submit Travel Voucher
 - Within 5 working days of completing official travel



Your Travel Card Program Responsibilities

Continued

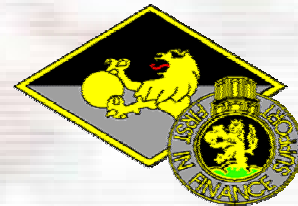
- **File Interim Travel Claim While on Extended Travel**
 - Travel longer than 45 days
 - File claim every 30 days
- **Notify Supervisor if NOT reimbursed within 30 days**
 - Review reimbursement voucher



Your Travel Card Program Responsibilities

Continued

- Review Statement of Account from Bank of America for billing errors
- Make Payments - in FULL - on TIME
 - By statement due date
- Report lost or stolen Card IMMEDIATELY
 - (800) 472-1424

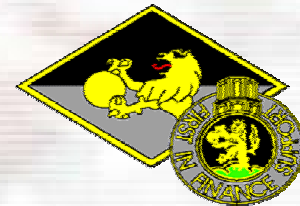


Your Travel Card Program Responsibilities

Continued

Disputes Process

- Initially attempt to resolve the problem directly with the merchant
- Disputes are the responsibility of the individual member
- Member must file disputes form within 60 days of receipt of billing statement
- Accounts will continue to age through the delinquency process unless a formal dispute has been filed

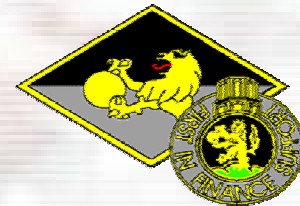


Your Travel Card Program Responsibilities

Continued

Disputes & Billing Errors

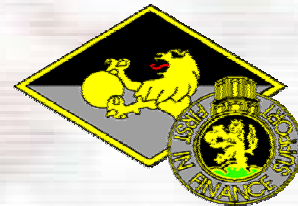
- Bank of America (800) 472-1424
- Collect outside the United States
– (757) 441-4124
- Obtain Dispute Forms from your Unit APC,
or use the reverse of your billing statement



Payment Options

Submit Payment in FULL by payment due date:

- Split disbursement (*Highly recommended*)
- U. S. Mail (*Statement with check etc*)
- Pay by phone (*\$10.00 charge*)



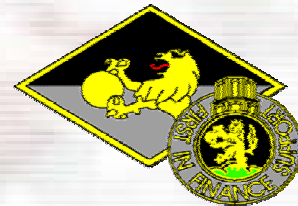
Accountability

- **Your travel card is a personal financial liability**
 - Used properly - it is a convenient tool
 - Abused - it can hurt your personal credit record and military career
- **Failure to make payment in full by Statement Due Date is subject to:**
 - Command Notification and Reporting
 - Suspension or Cancellation of card privileges
 - Assessed late fees
 - Negative Credit Bureau Reporting



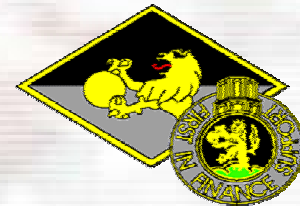
Your Travel Card Program **Resources**

- **DoD Financial Management Regulation**
 - *Vol 9, Chap3 www.dtic.mil/comptroller/fmr/09/09_03.pdf*
- **Travel Card Cardholder Agreement**
- **Cardholder Program Guide**
- **Government Card Services Unit (GCSU)**
 - **(800) 472-1424**
- **Agency Program Coordinator (A/OPC) or Supervisor**



Summary

- The Travel Card Program offers you features that make travel convenient, easy and worry-free.
- Your Travel Card is for your official travel expenses only.
- It is your responsibility to make payments on or before the payment due date.
- Contact GCSU and your APC or supervisor for questions and issues pertaining to your account.



GOVERNMENT TRAVEL CHARGE CARD

QUESTIONS AND ANSWERS